

Subject: Re: URGENT: Tweets with GSA Administrator's address
Date: Tue, 17 Nov 2020 11:38:51 -0500
From: (b) (6) @twitter.com>
To: Gabrielle Perret - ZMA <gabrielle.perret@gsa.gov>
Cc: Pamela Pennington - ZM <pamela.pennington@gsa.gov>, "Twitter Government & Politics" <gov@twitter.com>, Vince Eckert - DBB <vincent.eckert@gsa.gov>, (b) (6) @twitter.com
Message-ID: <CAF8QpCtCfmTgtm6KMpp5Zhuw=QKDX5t47BQfBdyp08s+kXzo8w@mail.gmail.com>
MD5: b9cd60c35624e5a685602413fdd0eceb

Hi Gabrielle -

Can you send us the Tweet links real quick?

We'll get it escalated from there.

On Tue, Nov 17, 2020 at 11:37 AM Gabrielle Perret - ZMA <gabrielle.perret@gsa.gov> wrote:

Hi Twitter Gov team,

We have noticed some tweets with the GSA Administrator's home address. We would like to have Twitter remove these tweets and are flagging as a potential threat to the GSA Administrator. Can you assist and advise?

Gabrielle

(b) (6)

(b) (6)

(b) (6)

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U.S. General Services Administration

Gabrielle Perret

Senior Media Advisor
Office of Strategic Communication
(202) 679-1249

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(b) (6)

[@TwitterGov](#) | [@Policy](#)

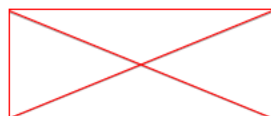
Subject: Re: Need DUNS number for Twitter
Date: Wed, 23 Oct 2019 11:57:57 -0700
From: Accounts Receivable <ar@twitter.com>
To: Gabrielle Perret - ZMA <gabrielle.perret@gsa.gov>
Cc: Accounts Receivable <ar@twitter.com>
Message-ID: <CAFKRZG+Y+L9LYgNymhDD8kBFdyQO5knp3agLRPLkYdHC-eFHnA@mail.gmail.com>
MD5: 9acc8bacd1ad4e83148cb46b472d5107

Hello,

Here's our DUNS number: (b) (6)

Thank you!

(b) (6)



On Wed, Oct 23, 2019 at 6:54 AM 'Gabrielle Perret - ZMA' via Accounts Receivable <ar@twitter.com> wrote:

Hi there, @USGSA had a recent purchase of boosted content. We need Twitter's DUNS to reconcile our purchase card. Thank you!

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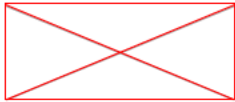
Collaboration drives outcomes

Subject: Re: Need Twitter DUNS
Date: Mon, 21 Oct 2019 18:03:33 -0700
From: Accounts Receivable <ar@twitter.com>
To: Gabrielle Perret - ZMA <gabrielle.perret@gsa.gov>
Cc: Accounts Receivable <ar@twitter.com>
Message-ID: <CAMGL+hAWK4TqEGxQ2gyv319pkCY3mLQyTRcFXgsO1wGCy6JdYg@mail.gmail.com>
MD5: 12ef4bdfbbcf664da350e4a9d39a2f28

Hi Gabrielle,

For further assistance, please raise a ticket to this link <https://ads.twitter.com/>

(b) (6)
Credit & Collections Analyst | Finance | Twitter, Inc.
1355 Market Street, Suite 900, San Francisco, CA 94103
Email: (b) (6)@twitter.com
Follow me on Twitter: (b) (6)



On Mon, Oct 21, 2019 at 5:46 PM Accounts Receivable <ar@twitter.com> wrote:

Hi Gabrielle,

Upon checking your account, looks like your campaign are being run under credit card which is not handled by AR.

For further assistance please raise a ticket to [ar@twitter.com](https://ads.twitter.com/)

(b) (6)
Credit & Collections Analyst | Finance | Twitter, Inc.
1355 Market Street, Suite 900, San Francisco, CA 94103
Email: (b) (6)@twitter.com
Follow me on Twitter: (b) (6)



On Mon, Oct 21, 2019 at 1:05 PM 'Gabrielle Perret - ZMA' via Accounts Receivable <ar@twitter.com> wrote:

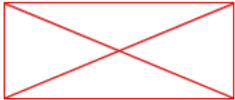
It's @USGSA. Thanks!

On Mon, Oct 21, 2019 at 4:02 PM Accounts Receivable <ar@twitter.com> wrote:

Hi Gabrielle,

Thank you for your email. Can you provide Twitter ID so we can look further?

(b) (6)
Credit & Collections Analyst | Finance | Twitter, Inc.
1355 Market Street, Suite 900, San Francisco, CA 94103
Email: (b) (6)@twitter.com
Follow me on Twitter: (b) (6)



On Mon, Oct 21, 2019 at 10:05 AM 'Gabrielle Perret - ZMA' via Accounts Receivable <ar@twitter.com> wrote:

We purchased a boost for a tweet and need Twitter's DUNS to reconcile with our govt purchase card.

Thanks much,

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Collaboration drives outcomes

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Collaboration drives outcomes

Subject: Re: URGENT: (b) (6) appears to have been hacked
Date: Wed, 18 Nov 2020 22:11:29 -0500
From: "Twitter Government & Politics" <gov@twitter.com>
To: Vanessa Ros - I <vanessa.ros@gsa.gov>
Cc: Gabrielle Perret - ZMA <gabrielle.perret@gsa.gov>, (b) (6) @twitter.com>, (b) (6) @twitter.com>, Vince Eckert - DBB <vincent.eckert@gsa.gov>, Pamela Pennington - ZM <pamela.pennington@gsa.gov>
Message-ID: <CAA-NgVigwN7z7G2yQ_a5uTN3=qcn8Rq2c88sT4sdH2SOdLy0GA@mail.gmail.com>
MD5: 7f0d716309477b80d08d5d1a46451c7d

Hi team -

Appreciate you reaching out on this. The Support Team had a chance to take a closer look and confirmed there appears to not be anything suspicious or compromised at this time.

We would recommend doing a quick change to your password and you will want to ensure that it is [strong, unique and hard to guess](#).

We would also highly recommend [reviewing](#) the apps that have access to your account and revoke access to those that look suspicious or unfamiliar.

A few additional tips on strengthening security include:

|

Update your email address and phone numbers

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Update the email address and phone no. linked to your Twitter account.

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Ensure the new email account that you link has a strong password and has 2FA turned on.

|

As much as possible, update the phone number linked to your account to a new one as well.

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Protect your account against unauthorized password changes by ensuring [Password reset protection](#) is enabled.

Don't hesitate to let us know if you have any additional questions anytime.

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gov@twitter.com | follow us: [@TwitterGov](https://twitter.com/TwitterGov)

On Wed, Nov 18, 2020 at 8:48 PM Twitter Government & Politics <gov@twitter.com> wrote:

Thanks for reaching out. We'll escalate with the Support Team for further review from here.

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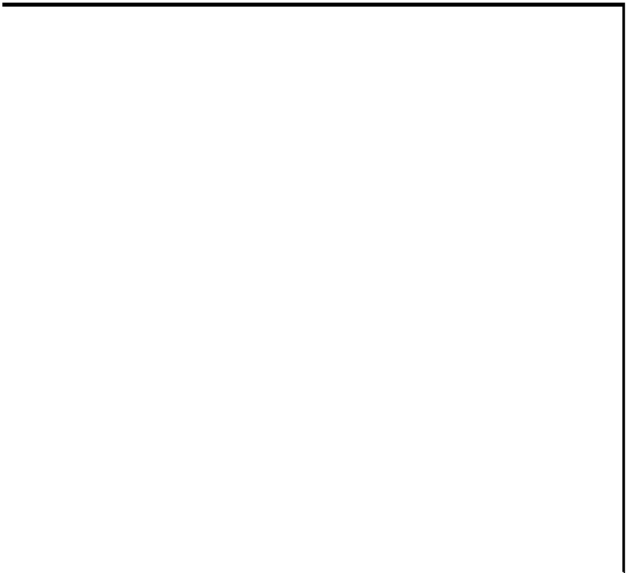
Twitter Government & Elections
gov@twitter.com | follow us: [@TwitterGov](https://twitter.com/TwitterGov)

On Wed, Nov 18, 2020 at 8:10 PM Vanessa Ros - I <vanessa.ros@gsa.gov> wrote:

Thanks Gaby - I've forwarded this incident to our security team



U.S. General Services Administration



Vanessa Ros

Chief of Staff

202-412-5625

vanessa.ros@gsa.gov

On Wed, Nov 18, 2020 at 8:08 PM Gabrielle Perret - ZMA <gabrielle.perret@gsa.gov> wrote:

I have changed the password and deleted that tweet.

On Wed, Nov 18, 2020 at 8:04 PM Gabrielle Perret - ZMA <gabrielle.perret@gsa.gov> wrote:

<https://twitter.com/GSAEmily/status/1329224094257197057?s=20>

Can you assist asap?

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Office of Strategic Communication
(202) 679-1249

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U.S. General Services Administration

Gabrielle Perret
Senior Media Advisor
Office of Strategic Communication
(202) 679-1249

Subject: Re: URGENT: (b) (6) appears to have been hacked
Date: Wed, 18 Nov 2020 20:48:01 -0500
From: "Twitter Government & Politics" <gov@twitter.com>
To: Vanessa Ros - I <vanessa.ros@gsa.gov>
Cc: Gabrielle Perret - ZMA <gabrielle.perret@gsa.gov>, (b) (6) @twitter.com>, (b) (6) @twitter.com>, Vince Eckert - DBB <vincent.eckert@gsa.gov>, Pamela Pennington - ZM <pamela.pennington@gsa.gov>
Message-ID: <CAA-NgVip5eaEtBF5QHf3XqeESArhiN0PByyWeML1D7g5Zc93Q@mail.gmail.com>
MD5: d2e9b4dd03de228b0948f4144d80a897

Thanks for reaching out. We'll escalate with the Support Team for further review from here.

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Twitter Government & Elections
gov@twitter.com | follow us: [@TwitterGov](https://twitter.com/TwitterGov)

On Wed, Nov 18, 2020 at 8:10 PM Vanessa Ros - I <vanessa.ros@gsa.gov> wrote:

Thanks Gaby - I've forwarded this incident to our security team



U.S. General Services Administration

Vanessa Ros

Chief of Staff

Office of GSA IT

202-412-5625

vanessa.ros@gsa.gov

On Wed, Nov 18, 2020 at 8:08 PM Gabrielle Perret - ZMA <gabrielle.perret@gsa.gov> wrote:

I have changed the password and deleted that tweet.

On Wed, Nov 18, 2020 at 8:04 PM Gabrielle Perret - ZMA <gabrielle.perret@gsa.gov> wrote:

(b) (6)

Can you assist asap?


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Gabrielle Perret
Senior Media Advisor
Office of Strategic Communication
(202) 679-1249

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U.S. General Services Administration

Subject: Re: URGENT: Tweet with Administrator Murphy's address
Date: Thu, 19 Nov 2020 12:15:47 -0500
From: "Twitter Government & Politics" <gov@twitter.com>
To: Gabrielle Perret - ZMA <gabrielle.perret@gsa.gov>
Cc: (b) (6) @twitter.com, Pamela Pennington - ZM <pamela.pennington@gsa.gov>, Vince Eckert - DBB <vincent.eckert@gsa.gov>
Message-ID: <CAA-NgVgvomx4dMgca+dBBiurXSZLBo4_VTzh4LCPiiuwQF6pBA@mail.gmail.com>
MD5: aaac310a65f4ad9999d421e205a5e1c0

Thank you! Escalating this now with the team.

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Twitter Government & Elections
gov@twitter.com | follow us: [@TwitterGov](https://twitter.com/TwitterGov)

On Thu, Nov 19, 2020 at 12:15 PM Gabrielle Perret - ZMA <gabrielle.perret@gsa.gov> wrote:

Hi TwitterGov,

Just caught a tweet with her home address:

(b) (6)

(b) (6)

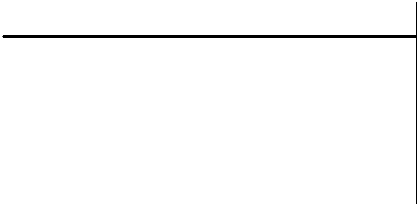
Flagging for removal.

Thanks much, Gabrielle

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U.S. General Services Administration



Gabrielle Perret

Senior Media Advisor
Office of Strategic Communication
(202) 679-1249

Subject: Re: URGENT: Tweets with GSA Administrator's address
Date: Tue, 17 Nov 2020 11:38:51 -0500
From: (b) (6) @twitter.com
To: Gabrielle Perret - ZMA <gabrielle.perret@gsa.gov>
Cc: Pamela Pennington - ZM <pamela.pennington@gsa.gov>, "Twitter Government & Politics" <gov@twitter.com>, Vince Eckert - DBB <vincent.eckert@gsa.gov>, (b) (6) @twitter.com
Message-ID: <CAF8QpCtCfmTgtm6KMpp5Zhuw=QKDX5t47BQfBdyp08s+kXzo8w@mail.gmail.com>
MD5: 114684f588a8ceeb686a6eb4ab071c69

Hi Gabrielle -

Can you send us the Tweet links real quick?

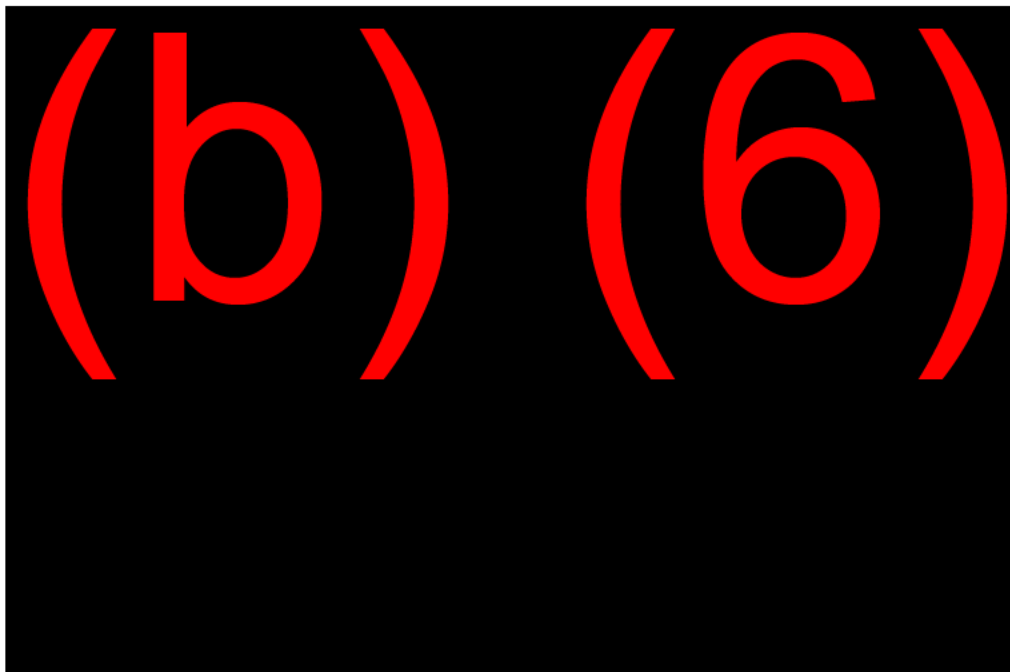
We'll get it escalated from there.

On Tue, Nov 17, 2020 at 11:37 AM Gabrielle Perret - ZMA <gabrielle.perret@gsa.gov> wrote:

Hi Twitter Gov team,

We have noticed some tweets with the GSA Administrator's home address. We would like to have Twitter remove these tweets and are flagging as a potential threat to the GSA Administrator. Can you assist and advise?

Gabrielle



(b) (6)

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U.S. General Services Administration

Gabrielle Perret

Senior Media Advisor
Office of Strategic Communication
(202) 679-1249

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(b) (6)

[@TwitterGov](#) | [@Policy](#)

Subject: Re: URGENT: Tweet with Administrator Murphy's address
Date: Thu, 19 Nov 2020 13:25:56 -0500
From: "Twitter Government & Politics" <gov@twitter.com>
To: Vince Eckert - DBB <vincent.eckert@gsa.gov>
Cc: Gabrielle Perret - ZMA <gabrielle.perret@gsa.gov>, (b) (6) @twitter.com>, Pamela Pennington - ZM <pamela.pennington@gsa.gov>, Grady Hannah - DB <grady.hannah@gsa.gov>, (b) (6), (b) (7)(C) @fps.dhs.gov>
Message-ID: <CAA-NgVjRXGi4iXVUxexSFU2B_tjoMt=t+Cd6qZBjQ6y0tqe7Uw@mail.gmail.com>
MD5: e74d41fed311dc0895897ff03dd82766

An update for you - the Tweet has been actioned, so it is no longer appearing on Twitter.

Thank you again for flagging.

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Twitter Government & Elections
gov@twitter.com | follow us: [@TwitterGov](https://twitter.com/TwitterGov)

On Thu, Nov 19, 2020 at 12:16 PM Vince Eckert - DBB <vincent.eckert@gsa.gov> wrote:

Thank you!

V/R



U.S. General Services Administration

Vincent E. Eckert

Director, Physical Security Division

Office of Mission Assurance

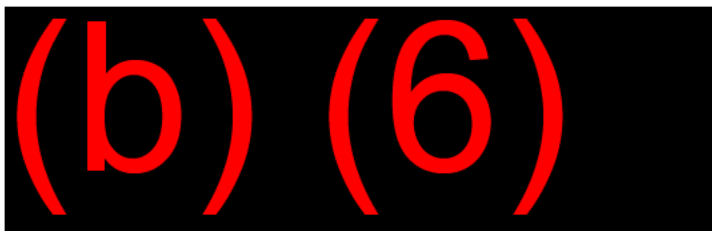
(202)774-0225

On Thu, Nov 19, 2020 at 12:15 PM Gabrielle Perret - ZMA <gabrielle.perret@gsa.gov> wrote:

Hi TwitterGov,

Just caught a tweet with her home address:

https://twitter.com/MissSunshine_2U/status/1329445569966854148?s=20



Flagging for removal.

Thanks much, Gabrielle

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U.S. General Services Administration

Gabrielle Perret

Senior Media Advisor
Office of Strategic Communication

(202) 679-1249

Subject: Re: Suspicious Twitter verification emails to the GSA Administrator (b) (6)
Date: Tue, 15 Dec 2020 17:20:26 -0500
From: "Twitter Government & Politics" <gov@twitter.com>
To: Pamela Pennington - ZM <pamela.pennington@gsa.gov>
Cc: Gabrielle Perret - ZMA <gabrielle.perret@gsa.gov>, (b) (6)@twitter.com>, Mark McHale - Z <mark.mchale@gsa.gov>, Vince Eckert - DBB <vincent.eckert@gsa.gov>
Message-ID: <CAA-NgVjCS4JTCRKRCSEfL=TgFshKtzg81B9OibzYPUcSxqooFQ@mail.gmail.com>
MD5: c6340e424fa68bd996c76ff416f33f83

Hi Pamela and Gabrielle,

Thanks for reaching out here. A few tips we would recommend to strengthen the security of your current account.

|

Strong passwords

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Reset your password to something that is [strong, unique and hard to guess](#).

|

Enable Password reset protect

|

Protect your account against unauthorized password changes by ensuring [Password reset protection](#) is enabled.

|

Review your apps

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[Review](#) the apps that have access to your account and revoke access to those that look suspicious or unfamiliar.

If you do encounter impersonation account, could you file an impersonation report at

<https://help.twitter.com/forms/impersonation>? After completing the form, you'll receive a confirmation email with a

Case# in the subject line. Please send us that number and we will expedite the case.

Don't hesitate to let us know if you have any additional questions.

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Twitter Government & Elections

gov@twitter.com | follow us: [@TwitterGov](https://twitter.com/TwitterGov)

On Tue, Dec 15, 2020 at 12:38 PM Pamela Pennington - ZM <pamela.pennington@gsa.gov> wrote:

Thanks Gabbie.

Twitter Gov team - if you receive any requests for Emily Murphy (GSA Administrator) to have a Twitter account, please disregard them and is it possible to notify us? The Administrator is not setting up any accounts, and it appears someone has her email and cell phone numbers and is using those to try and set up accounts in her name.

Is there anything further we (GSA) can do to protect her accounts and ensure fake ones aren't setting up using her personal info?

Thank you,

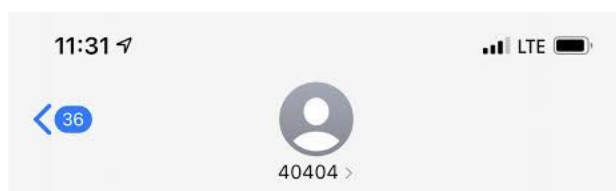
Pamela Pennington
202-368-4761

Press Secretary
Deputy Associate Administrator for Media Affairs
Office of Strategic Communication
U.S. General Services Administration
pamela.pennington@gsa.gov

On Tue, Dec 15, 2020 at 12:33 PM Gabrielle Perret - ZMA <gabrielle.perret@gsa.gov> wrote:
Hello Twitter Gov,

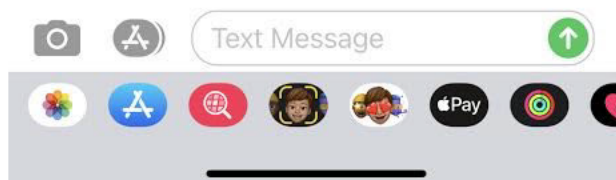
Just wanted to alert you the GSA Administrator has received suspicious log in emails (her email and phone and are not linked to her account, mine are) for her Twitter account (b) (6)

Thank you, Gabrielle



Text Message
Today 10:56 AM

(b) (6)





U.S. General Services Administration

Gabrielle Perret

Senior Media Advisor | SocialGov
Chair

Office of Strategic
Communication
(202) 679-1249